

EDITED KSA LISTING

CLASS: EXECUTIVE SECRETARY I

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Advanced knowledge of modern office methods (e.g., filing system, desk procedures, tickler file, logging/automated tracking systems, etc.) to maintain and retrieve information, train staff, respond to inquiries from staff/public, to complete work assignments, etc.
K2.	Intermediate knowledge of office supplies (e.g., forms, file folders, writing instruments, first aid kit, furniture, etc.) in order to maintain inventory of office supplies and ensure that the office is efficiently operating.
K3.	Advanced knowledge of office equipment (e.g., copiers, fax, telephones, personal computers, shredders, etc.) in order to operate and maintain the equipment, disseminate information to staff and others, facilitate work assignments, etc.
K4.	Advanced knowledge of office procedures (e.g., program, department operations, etc.) in order to facilitate work assignments, alleviate Deputy Director/Assistant Director, Regional Administrator/Warden of routine office duties, disseminate information to staff and others, etc.
K5.	Advanced knowledge of business English/correspondence in order to proofread, grammatical construction, errors, and clarity of documents, effectively communicate with staff and others, etc.
K6.	Intermediate knowledge of principles of office management (e.g., supplies, equipment, forms, special events, meetings/conferences/seminars, etc.) in order to ensure equipment is maintained and operational, coordinate office moves, organize office functions, etc.
K7.	Intermediate knowledge of arithmetic computations in order to complete various office forms and tasks (e.g., process/complete timesheets, travel advance, travel expense claims, purchase orders, mileage forms, etc.).
	Skill to:
S1.	Skill to type at a speed of 45 words per minute in order to effectively complete work assignments, type correspondence, transcribe minutes, disseminate information to staff and others, etc.
S2.	Skill to effectively provide written, oral, functional direction to other support staff in order to ensure completion of required work duties, train support staff, communicate information, etc.
S3.	Skill to perform difficult clerical work in order to identify and process sensitive/confidential information and complete work assignments.

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S4.	Skill to keep difficult records (e.g., adverse action, letter of instructions, individual development plan, etc.) in order to maintain confidentiality and track documents.
S5.	Skill to independently gather data in order to compose correspondence (e.g., memoranda, letters, reports, etc.) and assemble for Deputy Director/ Assistant Director/Regional Administrator/Warden review.
S6.	Skill to independently carry out nonroutine administrative assignments (e.g., attend meetings, compose correspondence, provide orientation to new staff, etc.) in order to alleviate the Deputy Director/Assistant Director, Regional Administrator/Warden of nonroutine office details.
S7.	Skill to handle with courtesy and tact a wide variety of public contacts (e.g. Governor's Office, Legislature, other governmental entities, etc.) both on the telephone and in person in order to respond to inquiries, disseminate information, provide assistance, promote a positive work environment, and gain the cooperation of others.
S8.	Skill to communicate effectively (written and orally) in order to provide assistance/direction to staff and others, exchange information, write reports/memoranda/letters, etc.
S9.	Skill to understand and carry out directions of Deputy Director/ Assistant Director/Regional Administrator/Warden with a minimum of explanation in order to complete work assignments.
S10.	Skill to analyze situations accurately and take effective action in order to determine the importance and respond to situations appropriately (e.g., complaints, fire drills, emergencies, staff issues, etc.).
S11.	Skill to make accurate arithmetic computations in order to complete various office forms and tasks (e.g., process/complete timesheets, travel advance, travel expense claims, purchase orders, mileage forms, etc.).
S12.	Skill to establish and develop written instructions and procedures in order to maintain office production, assist staff employee in training and office protocol, standardization, and complete routine office tasks.
S13.	Skill to transcribe notes in order to summarize the topics of discussions and provide attendees and others with a written record of the meeting/conference/seminars.

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	Special Personal Characteristics:
SPC1.	Demonstrate interest in assuming increasing responsibility
SPC2.	Mature judgment
SPC3.	Loyalty
SPC4.	Poise
SPC5.	Tact
SPC6.	Discretion

	Working Conditions*:
WC1.	Willingness to work in a State correctional facility.
WC2.	Willingness to respond to changes in the work environment in a positive, professional manner.
WC3.	Willingness to promote positive, collaborative, professional working relations among co-workers.
WC4.	Willingness to accept constructive criticism and respond appropriately.

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WC5.	Willingness to interact professionally with people (e.g., members of the public, contract staff, and other agency personnel) from a wide range of cultural backgrounds in the course of completing work tasks and assignments.
WC6.	Willingness to work in a team environment.
WC7.	Willingness to comply with departmental safety and security procedures.
WC8.	Willingness to comply with tuberculosis screening requirements.
WC9.	Willingness to consistently demonstrate the following characteristics during your employment with CDC: reliability, punctuality, honesty, empathy towards others, and maintain a calm and professional demeanor without extreme emotional reactions.